



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

October 30, 2024

Mr. Tom Single
Assistant Director
Ford Motor Company
330 Town Center Drive
Suite 500
Dearborn, MI 48126-2738

NEF-107DG
24V-802

Subject: Blank Instrument Panel Display/FMVSS 101 & 102

Dear Mr. Single:

This letter serves to acknowledge Ford Motor Company's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

FORD/MUSTANG/2024

Mfr's Report Date: October 25, 2024

NHTSA Campaign Number: 24V-802

Components:

ELECTRICAL SYSTEM: INSTRUMENT CLUSTER/PANEL

ELECTRICAL SYSTEM:SOFTWARE

Potential Number of Units Affected: 6,212

Problem Description:

Ford Motor Company (Ford) is recalling certain 2024 Mustang vehicles. The Instrument Panel Cluster (IPC) may not illuminate at startup or while driving. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard numbers 101, "Control and Displays" and 102, "Transmission shift lever sequence, starter interlock, and transmission braking effect."

Consequence:

An instrument panel display that does not show critical information, such as warning lights or vehicle speed, increases the risk of a crash.

Remedy:

Dealers will update the instrument panel cluster software, free of charge. Owner notification letters are expected to be mailed November 11, 2024. Owners may contact Ford customer service at 1-866-436-7332. Ford's number for this recall is 24C35.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153) or go to [nhtsa.gov](https://www.nhtsa.gov).



We have received Ford's proposed Interim owner notification letter and it is approved for distribution.

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

As stated in 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

Ford Motor Company's contact for this recall will be Dusty Gardner who may be reached by email at dusty.gardner@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement